

City of Carlsbad

Utility Services Rate Structure and Payment Information

Establishing Water Service

The City requires at least 24 hours notice of service turn-on. If you contact us the same day that you want your service turned on, there will be a \$20 charge assessed on your next bill. If you call on holidays, on weekends, or after 5:00 p.m. on weekdays to have your water turned on the same day, a charge of \$60 must be paid to the City on the following working day.

Rate Structure

The current rate structure is a flat rate of \$1.68 per unit (one unit equals 748 gallons). A conservation rate of \$1.51 is applied based on meter size and usage:

5/8".....	7 units or less/month
3/4".....	10 units or less/month
1".....	16 units or less/month
1-1/2".....	30 units or less/month

Users of recycled water are charged at a discounted rate of \$1.60 per unit and Agricultural Water Rates are \$1.37 per unit.

Monthly Charges

A new account fee of \$25 will be assessed on your first bill. Recurring charges are:

Delivery Charge*: (based on meter size)

5/8".....	\$9.75
3/4".....	\$12.35
1".....	\$17.60
1-1/2".....	\$30.70

*Charge assessed even if you do not use any water.

Sewer: Single-family residences are charged \$14.65 per month. Other customer classifications are billed based on water use.

Trash: \$17.50 per month for once a week pick-up. For questions regarding trash pick-up or recycling, call Waste Management at (760) 929-9400.

Billing Practices

The City of Carlsbad bills for utility services on a monthly basis. The billing period is normally 30 days and is based on the meter reading date. If you begin service in the middle of the billing period, all charges are prorated.

Charges paid after the due date are subject to a 10% late fee. Charges not paid after 30 days are considered delinquent and are subject to additional fees. Charges will continue to accrue until you notify the City to discontinue service (see "Discontinuing Service").

Discontinuing Service

By accepting service, you are subject to all rules and regulations of the City, and are responsible for all charges incurred on your bill until you notify the City to discontinue service. Charges will accrue until you contact the City to discontinue service. The City requires at least 24 hours notice to discontinue service.

The City reserves the right to refuse payment of utility charges in coins. Postdated checks will not be accepted.

If you have a past due balance on your bill, you can make late payment arrangements with Utility Billing Customer Service by calling (760) 602-2420.

Vacation Arrangements

If you are going on vacation or will be out of town for an extended period of time, please arrange to pay your bill in advance to avoid late charges and potential service termination. Arrangements may be made by calling Utility Billing Customer Service at (760) 602-2420.

Payment Information

Payments may be made in person at the City of Carlsbad Faraday Center 1635 Faraday Avenue (west of El Camino Real and west of College Avenue), by phone with credit card or with automatic checking account deduction (upon request).

For your convenience, drop boxes for check or money order payments are located at Faraday Center and the City Hall parking lot on Pio Pico Drive. Payments deposited in the City Hall box will not be credited to your account until the following business day.

Past due bills may be paid in cash, money order or credit card in person at the Faraday Center, or by credit card with Utility Billing Customer Service by calling (760) 602-2420.

Continuity of Service (Landlords Only)

The City offers a Continuity of Service fee option of \$10 (in lieu of \$25 setup fee) for landlords who wish to retain water service to rental properties during periods of vacancy. This option is only for City of Carlsbad landlords who receive water service from the City of Carlsbad. Contact Utility Billing Customer Service at (760) 602-2420 for information.

Office Hours

City of Carlsbad hours are from 7:30 a.m. to 5:30 p.m. Monday through Thursday, and from 8:00 a.m. to 5:00 p.m. on Friday. During these hours, Utility Billing Customer Service can be reached at (760) 602-2420. For emergencies before or after regular office hours, please call (760) 931-2197.